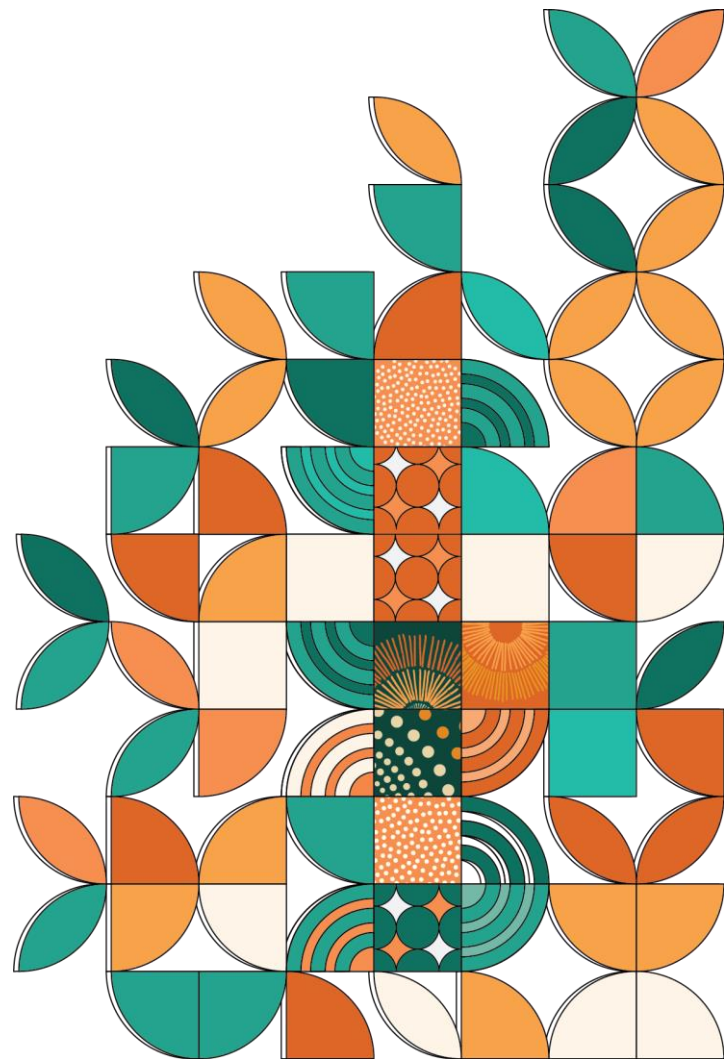# Certification, Issuing and Recognition of Qualifications and Statements of Attainment Procedure

SECTION 1

1. Purpose

1.1 The purpose of this procedure is to support the implementation of the Certification, Issuing and Recognition of Qualifications and Statements of Attainment Policy by ensuring the smooth functioning of the framework of certification, issuing and recognition of qualifications and statements of attainment policy and procedure for IHNA. This has to be done in accordance with the AQF guidelines and student records are retained in accordance with the requirements of the Standards for Registered Training Organisations 2015.

2. Scope

2.1 This procedure applies to all students admitted to any course or unit at IHNA.

3. Definitions

3.1 Refer to the definitions provided in the Certification, Issuing and Recognition of Qualifications and Statements of Attainment Policy.

SECTION 2

4. Procedure

5. Issuance of credentials for VET qualifications (AQF qualifications)

5.1 Student submits completed assessments to the Course Coordinator/Educator after the completion of the Professional Experience Placement.

5.2 Educator Initially checks for completion of all mandatory fields - Student and trainer or assessor / Course Coordinator signature columns, all answer fields, agreement pages, attendance sheet, date columns.

5.3 The Assessor evaluates the student's submitted assessment tools, provides feedback, and uploads on Academic Hub.

5.4 If satisfied with all assessments, a training plan will be printed and signed by a trainer or assessor /course coordinator and students.

5.5 Administration staff will upload the training plan to AH and update all assessment outcomes based on the signed training plan.

5.6 Ensure the student's Comprehensive Assessment Record (CAR) is reflected in the unit code updates.

5.7 The Registrar/ Student Administration Offer to send the Student Feedback Survey (AQTF learner survey, IHNA Student Feedback, Unit outcome survey and work experience survey) link from the Academic Portal

to the students.

5.8   "Effective completion of the qualification achieved on the date" in the training plan will be counted towards issuance of certificate countdown for 30 days requirement by standard 3.3. This date needs to be updated in the "Certificate issuance checklist".

5.9   The Registrar/ Student Administration Officer update the Certificate Issuance Checklist and submits a Certificate Request for the Compliance Team to issue Credential.

5.10   The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.

5.11   A digitalised system eTestamur will be used to issue and finalise the digital certificate through KH portal with the necessary information. A digital copy will be printed for the hard copy distribution to the students See the Standard Operating Procedure for Certificate Request Process for the details).

5.12   Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.

5.13   Credentials will be posted/handed over to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.

5.14   The Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to the Academic Portal under student documents.

5.15   The Registrar prepares the Graduate list and submits the documents to AHPRA for the issuance of Nursing registration to students undertaking the Diploma of Nursing Program.

5.16   Students, upon collecting the credentials, will sign the Certificate Tracking Register available at reception.

5.17   If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.

5.18   Credential sent by Express/ Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

6.   Issuance of credentials for Course Progress Advice

6.1   Student submits the assessment tools to the Course coordinator/trainer or assessor after the completion of Professional Experience Placement.

6.2   Trainer or assessor Initially checks for completion of all mandatory fields - Student and trainer or

assessor/Course Coordinator signature columns, all answer fields, agreement pages, attendance sheet, and date columns.

6.3   The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub.

6.4   If satisfied with all assessments, a training plan will be printed and signed by a trainer or assessor /course coordinator and students.

6.5   Administration staff to upload the training plan to AH and update all assessment outcomes based on the signed training plan.

6.6   Ensure the student's Comprehensive Assessment Record (CAR) is reflected in the unit code updates.

6.7   The Registrar/Student Administration Officer to send the Student Feedback Survey (IHNA Student Feedback, Unit outcome survey and work experience survey) link from the Academic Portal to the students.

6.8   "Units marked as "Competent" and meeting all training package requirements date" in the training plan will be counted towards issuance of Course Progress Advice countdown for 30 days requirement by standard 3.3. This date needs to be updated in the "Certificate issuance checklist".

6.9   The Registrar/Student Administration Officer update the Certificate Issuance Checklist and submits a Certificate Request for the Compliance Team to issue Credential.

6.10   The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.

6.11   A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.

6.12   Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.

6.13   The Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to the Academic Portal under student documents.

6.14   Credentials will be posted/handed over to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.

6.15   Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.

6.16   If the student requests the credential to be sent by post, request in writing with the updated postal address.

6.17 Credential sent by Express/ Normal Post The staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

7. Issuance of credentials for IHNA Short Courses

7.1 Student submits the assessment tools to the Academic Portal

7.2 The Trainer/Assessor evaluates the student's submitted assessment upload on Academic portal.

7.3 Trainer or assessor Initially checks for completion of all mandatory fields - Student and trainer or assessor / Course Coordinator signature columns, all answer fields, agreement pages, attendance sheet, date columns.

7.4 The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub.

7.5 If satisfied with all assessments, a training plan will be printed and signed by trainer or assessor /course coordinator and students.

7.6 Administration staff to upload the training plan to AH and update all assessment outcome based on the signed training plan.

7.7 Ensure the student's Comprehensive Assessment Record (CAR) is reflected the unit code updates.

7.8 The Registrar/ Student Administration Officer to send the Student Feedback Survey (IHNA Student Feedback, Unit outcome survey and work experience survey) link from Academic Portal to the students.

7.9 "Units marked as "Competent" and meeting all training package requirements date" in training plan will be counted towards issuance of certificate countdown for 30 days requirement by standard 3.3. This date needs to be updated in the "Certificate issuance checklist".

7.10 The Registrar/ Student Administration Officer update the Certificate Issuance Checklist and submits a Certificate Request for the Compliance Team to issue Credential the Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.

7.11 A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.

7.12 Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.

7.13 Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to Academic Portal under student documents.

7.14 Credentials will be posted/handover to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.

7.15 Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.

7.16 If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.

7.17 Credential sent by Express/ Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

8. Issuance of credentials for IHNA Professional Development Courses

8.1 The Trainer/Assessor completes the Training delivery and assessments.

8.2 Trainer or assessor evaluates and verifies the student's submitted assessment and uploads on Academic Portal.

8.3 The Registrar/ Student Administration Officer to send the Academic portal 'Student Feedback Survey' Link to the students. The student should complete the survey before issuing a certificate.

8.4 The Registrar/ Student Administration Officer to verify all the student's administrative documents are properly uploaded on the academic Portal.

8.5 The Statement of Attendance will be issued as per 'Protocol for Defining the Form of Statements of Attendance ' from the Student Management System.

8.6 The Registrar/ Student Administration Officer will issued with a Statement of Attendance on the same day.

8.7 The trainer or assessor/Course Coordinator will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to Academic Portal under student documents.

8.8 If the student requests the credential to be sent by post, requires requesting in writing with the updated postal address.

8.9 Credential sent by Express/Normal Post the staff member responsible for mailing the Certificates.

9. Issuance of credentials for Non-AQF Qualifications

9.1 Student submits the assessment tools to the Course coordinator / trainer or assessor after the completion of Professional Experience Placement.

9.2 Trainer or assessor Initially checks for completion of all mandatory fields - Student and trainer or

assessor/Course Coordinator signature columns, all answer fields, agreement pages, attendance sheet, date columns.

9.3   The Assessor evaluates the student's submitted assessment tools, provide feedback, upload on Academic Hub.

9.4   If satisfied with all assessments, a training plan will be printed and signed by trainer or assessor /course coordinator and students.

9.5   Administration staff to upload the training plan to AH and update all assessment outcome based on the signed training plan.

9.6   Ensure the student's Comprehensive Assessment Record (CAR) is reflected in the unit code updates.

9.7   The Registrar/ Student Administration Officer to send the Student Feedback Survey (AQTF learner survey, IHNA Student Feedback, Unit outcome survey and work experience survey) link from the Academic Portal to the students.

9.8   Elective completion of the qualification achieved on the date" in the training plan will be counted towards issuance of certificate countdown for 30 days requirement.

9.9   The Registrar/ Student Administration Officer update the Certificate Issuance Checklist and submits a Certificate Request for the Compliance Team to issue Credential.

9.10   The Compliance Team will complete a final verification of the student documents and assessments following the Assessment Audit Checklist before issuing a Credential.

9.11   A compliance officer who is printing the certificate needs to collect the certificate paper and common seal from the secured storage and update the certificate paper log.

9.12   Qualifications will be issued within 30 calendar days from the date of effective completion of the qualification achieved.

9.13   The Chief Executive Officer or delegates will sign the credentials for issuance to students. A copy of the signed credential will be scanned and uploaded to the Academic Portal under student documents.

9.14   Credentials will be posted/handed over to the students by the Registrar/ Student Administration Officer after confirming identity and full payment of course fees or entry into a Direct Debit Agreement. The certificate Tracking Register must be filled out.

9.15   The Registrar prepares the Graduate list and submits the documents to AHPRA for the issuance of Nursing registration to students undertaking the Diploma of Nursing Program.

9.16   Students upon collecting the credentials will sign the Certificate Tracking Register available at reception.

9.17   If the student requests the credential to be sent by post, request in writing with the updated postal

address.

9.18 Credential sent by Express/Normal Post the staff member responsible for mailing the certificate will sign the Certificate Tracking Register. The Student Administration Officer will confirm by email/phone that the student has received the mailed certificates.

10. Re-Issue of Course Credentials

10.1 Students can request a re-issue of a course credential. Students must submit an 'Application for Re-Issue of Course Credential' form and submit it through the KH portal or to the Registrar/Student Administration Officer. The Registrar reserves the right to decide the validity of the request and grant the same. A fee of $25 per credential will be charged for re-issuance. The re-issuance of the certificate will take up to 20 working days from the approval of an application for re-issuance of course credentials. 'Date of Issue' in the re-issuance certificate should be the same as the date of issue in the original certificate.

11. Printing of Course Credentials

11.1 Once the certificate request has been approved by the compliance team or delegate has to initiate printing of course credentials.

The steps include:

- Collecting the certificate printing paper from the custodian of the common seal and certificate printing paper
- Update the logbook for certificate printing paper
- Print the certificate from student management system
- Add the common seal and stamp to the certificate
- Get signature from authorised signatories for certificate signing
- Scan and keep a copy in student management system
- Courier the certificate to respective campus

12. Credit Transfer

12.1 Credit Transfers can be granted under any of the following circumstances:

- Under the principles of National Recognition a student is granted an automatic credit for any VET unit that they successfully completed.
- When the unit has exactly the same code and title, even if it is not from the same Training Package.
- Any Unit from any other training package where the learning outcomes are the same.
- When the unit has been reviewed and this has resulted in minor changes to the unit code or title with

equivalent competency outcome (eg. A code supersedes and is equivalent to B code.). If the superseded unit is not equivalent to the current unit, then students can apply for Recognition of Prior Learning.

13. For Diploma of Nursing Students ONLY

13.1 The Credit Transfers can be completed by the following procedures

- Applicants for Credit Transfer must complete the Credit Transfer Application form, together with the following documents and submit prior to the start of the study or relevant census date for VET Student Loan Students

- A certified copy of a Certificate or Statement of Attainment with Academic Transcripts or other evidences (Copies must be certified as true copies by a Justice of the Peace, a university or Institute Registrar, a Commissioner for Declarations or a person authorised to certify passport applications). Each copy submitted must bear an original signature with a certification that the document is a true copy of the original).

- Or bring original Certificate or Statement of Attainment and IHNA will copy and certify.

- The Course Coordinator must check the Award or Statement of Attainment and confirm that the candidate's Registered Training Organisation (RTO) holds the necessary accreditation, and grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.

- Verified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer will be kept in the student management system (Academic Portal).

- Granting of Credit Transfer must be recorded on the Training Plan and Comprehensive Assessment Record and the student will be advised of the outcome in a timely manner. Update Academic Portal with the unit outcome.

- After Credit Transfer is granted a student's course schedule must be reviewed and modified and details noted on Training Plan and Comprehensive Assessment Record and placed in the student management system.

- For International students in student visa (CRICOS) if credit transfer is offered prior to Visa grant, IHNA will indicate the actual course duration in the confirmation of enrolment issued for that course. If the credit transfer is granted after Visa Grant, the change in course duration will be reported to DIBP via Provider Registration and International Student Management System (PRISMS).

- Credit will not normally be granted for studies (or other demonstrated learning achievements) that

have been completed more than ten years prior to the time of application for credit. A shorter time limit may be applied as a result of time limits required by professional accrediting and statutory bodies and advisory industry groups as appropriate.

- An updated invoice with the reduced Course fees will be sent to the students.
- Applicants for course credit who are dissatisfied with the outcome of a course credit application may use the Complaints and Appeals Procedure.

14. Authenticity of Qualifications

14.1 If IHNA staff have a concern about the authenticity of qualifications or statement of attainment provided by students, IHNA will seek additional proof of authenticity by contacting the RTO which issued the qualification or statement of attainment to provide verification on the validity and authenticity of the qualification and ask the student to log on to USI registry system to show proof of holding the qualification.

15. Responsibility

15.1 The CEO has the overall responsibility for implementing this procedure.

15.2 The Training Manager/ Course Coordinator is responsible for implementing this procedure.

SECTION 3

16. Associated Information

Related Internal Documents	• Certification, Issuing and Recognition of Qualifications and Statements of Attainment Policy • Standard Operating Procedure Certificate Request Process • Admission and Enrolment Policy • Academic Participation and Progress Policy • Admission and Enrolment Procedure • Academic Participation and Progress Policy • Assessment Audit Checklist • Certificate issuance checklist
Related Legislation, Standards, and Codes	• National Vocational Education and Training Regulator Act 2011 • Standards for Registered Training Organisations 2015 • Education Services for Overseas Students Act 2000 (ESOS Act) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) • Enrolled Nurse Accreditation Standards 2017 • AQF Certification Documentation • Standards for RTOs 2015, Clause 3.2 and Schedule 5 • VET Funding Contract, VET FEE-HELP, Skills First Program, DTWD, Smart and Skilled and relevant State and Territory funding contracts and eligibility documents

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17. Change History

Version Control		Version 2.0
Version No.	**Date**	**Brief description of the change, incl version number, changes,who considered, approved, etc.**
V.1.0	12/03/2021	Created as a separate procedure, revised, and updated with pertinent sections
V.2.0	22/02/2024	Updated in the new template and logo

Education for Employment - Bridging the Gap Globally